

## **The Tempe Way**



### **MISSION:**

To make Tempe the best place to live, work and play.

### **VALUES:**

People... Integrity... Respect... Openness... Creativity... Quality...

## **CUSTOMER SERVICES ADMINISTRATOR**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To manage, direct and coordinate the activities of the Customer Service Section; to coordinate section activities with other sections and departments; and to provide highly complex staff assistance to the Deputy Financial Services Manager.

### **Supervision Received and Exercised:**

Receives general direction from the Deputy Financial Services Manager or from other supervisory or management staff.

Exercises direct supervision over assigned supervisory, technical and clerical staff.

### **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Recommend goals and objectives; assist in the development of policies and procedures; evaluate operations and activities of assigned responsibilities; recommend improvements and modifications.
- Manage, direct and organize section staff and activities including the timely billing and collecting of charges for water, sewer, refuse and irrigation services, the monthly reading of water meters, the turning off and on of water meters, and the operation of the central cashier.
- Direct, oversee and participate in the development of the section work plan; assign work activities, projects and programs; monitor work flow; implement policies and procedures; review and evaluate work products, methods and procedures.

*Effective November 1988*

*Revised January 1998*

*Revised April 2002 (reestablish position)*

*Revised June 2003 (duty and experience changes)*

## CITY OF TEMPE

### Customer Services Administrator (continued)

- Prepare the section budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Participate in the analysis of utility billing related business processes and recommend changes; analyze utility billing related software systems to determine adequate internal controls of data is in place.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Supervise the preparation of all accounts for water billing from computer information and reports; set up new tract files and control of meter installations and introduction of new accounts into billing system.
- Compile a variety of financial or statistical reports regarding billing and collection information and meter installations; prepare various reports on operations and activities.
- Supervise discontinuance of service and processing of delinquent accounts; receive and process requests for on/off of services or account changes.
- Perform related duties as assigned.

### **Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Five years of increasingly responsible experience in utility billing services, customer services, or a related field, including two years of administrative and/or supervisory responsibility.

#### **Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in finance, accounting, business, or public administration. Additional specialized training in water systems operations or a related field is desirable.

*Effective November 1988*

*Revised January 1998*

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CITY OF TEMPE

Customer Services Administrator (continued)

**This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104.**

**Job Code: 7300**

**Salary Range: 48**

**Compensation Plan: P40 / Regular**

**FLSA: Exempt**

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